STATE OF TENNESSEE DEPARTMENT OF COMMERCE AND INSURANCE BOARD OF FUNERAL DIRECTORS AND EMBALMERS

500 JAMES ROBERTSON PARKWAY, SECOND FLOOR NASHVILLE, TN 37243-1144 PHONE (615) 741-5062 FAX (615) 532-1903

www.state.tn.us/commerce/boards/funeral/index.html

<u>Approved Continuing Education Courses</u> Listed by provider with course title and hours of credit

UNLESS OTHERWISE STATED, CONTACT PROVIDER FOR COURSE DATES AND TIMES FOR ON-GOING/HOME STUDY COURSES

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PROVIDER NAME	COURSE DATE	COURSE NAME	HRS
ArcMesa Educators	Home Study	Aftercare Issues and Guidelines	3.0
615 Hope Road, Bldg. One Eatontown, NJ 07724		Americans with Disabilities Act	2.0
www.arcmesa.com			
Contact: Erin Casey (800) 597-6372 (732) 380-1101		Buddhism: Teaching on Death and Beyond	4.0
Fax: (732) 380-1104 e-mail: erin@arcmesa.com		Communicable Diseases	4.0
		Embalming Perspectives and Paradigms Challenged	4.0
		Emotional Healing After the Death of a Loved One	3.0
		Funeral Service Ethics	3.0
		Grief Management	4.0
		HIV/AIDS (Revised Edition)	5.0
		HIV/AIDS and Other Communicable Diseases	3.0
		Mass Fatalities Incident Response	3.0
		Sexual Harassment At Work	4.0
		Understanding the Common Causes of Death	4.0
Aurora Casket Company 10944 March Road	Call provider for dates and times	Serving the Cremation Family	4.0
P.O. Box 29	uates and times	Memorialization Today and Tomorrow	4.0
Aurora, IN 47001		The Delenged Funeral Assessment	40.0
Contact: Dave Lane (888) 449-5863		The Balanced Funeral Arrangement	12.0
Batesville Casket Company One Batesville Blvd. Batesville, Indiana 47006	Call provider for dates and times	Meeting the Needs of our Changing Families	10.0

Contact: Mary Trabel (800) 622-8373		Professional Arranger Development Seminar	10.0
Continental Computer Corp. 2200 East Mathews Jonesboro, AR 72401 Contact: Heather Sparrow (870) 932-0081	Call provider for dates and times	The Director's Assistant Regional Training Program	8.0
DCI Donor Services 1714 Hayes Street Nashville, TN 37203 Contact: Slade Sissom (615) 234-5270 e-mail: ssissom@dcids.org	Call provider for dates and times	Tissue Banking 101	1.0
D-MORT IV 3550 Old Hwy 69 South Camden, TN 38320 Contact: Kim Plunk (731) 584-4241	July 23-25, 2004	D-Mort IV Annual Regional Training	13.5
Elite Continuing Education 23 West Granada Blvd. Ormond Beach, FL 32174	Call provider for dates and times	Continuing Education for TN Funeral Directors & Embalmers	10.0
Contact: Chris Calabucci (888) 857-6920		Complying with the Federal Trade Commission	2.0
		Laws and Rules Governing the Profession	3.0
		HIV/AIDS – Communicable Disease Education	2.0
		Formaldehyde Monitoring	1.0
		Understanding Grief and Loss	1.0
		Ethics	1.0
Enrichment Foundation, The 508 Mathis Court Goodlettsville, TN 37073 Contact: Joe Vickers (615) 859-5718	Call provider for dates and times	Effective Client Relations	10.0
Epsilon Nu Delta Mortuary Fraternity 22 Saluda Fern Ct Greenville, SC 29611 Contact: Talitha Thomas (864) 246-8549	August 7, 2004	Effects of Chemotherapeutic Agents on Human Remains	3.0
Fountain National Academy 2211 West Norton Road Springfield, MO 65803 Contact: Vernie Fountain (417) 833-5130	Sept. 25-29, 2004	Seminar #5-D-Advances Post Mortem Reconstructive Surgery Seminar	35.0

Funeral CE	On-going, on-line	Basic Funeral Customers	1.0
1779 Wells Branch Parkway #110B PMB 307		Understanding the At-Need Customers	1.0
Austin, TX 78728 Contact: Saif Fattah		Basic Funeral Customs	1.0
(702) 940-7816		Understanding the At-Need Customers Buying	1.0
		Bloodborne Pathogens	3.0
			2.0
		Targeting Your Primary Markets	
		Stillborn Course	1.0
		Rational Thinking	1.0
		History of Preserving Human Remains	1.0
		Funeral Rules	2.0
		Ethics of Making Funeral Arrangements	3.0
		Effective Goal Setting	2.0
		Depositions	1.0
		Decision Making	2.0
Funeral Directors Association of Kentucky P.O. Box 4779 Frankfort, KY 40604 Contact: Sidney Fogle (800) 866-3211	Call provider for locations and times	Re-Examine, Re-Think, & Re-Start Your Funeral Home	4.0
Funeral Ethics Association 215 South Grand Avenue, West Springfield, IL 62704 Contact: Tammy Nevill (217) 525-2000	Call provider for dates and time	Expanding Funeral Ethics	6.0
Funeral Review. Company, LLC	Call provider for	Cremation Liability & Liability Forms	4.0
2323 Dr. MLK, Jr., Street North St. Petersburg, FL 33704 Contact: John T. McQueen	dates and time	Personnel Management in Funeral Service	4.0
(727) 822-4700		Communicable Disease	2.0
		Understanding and Management Grief	6.0
		HIV/AIDS - A Funeral Practitioner's Guide to Occupational Exposure	2.0
		Hazard Communication in Funeral Service	1.0
07/23/2004		Understanding & Creating Exceptional Funeral Experiences: A New Philosophy	3.0

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		Understanding Preneed	4.0
		Marketing a Funeral Home for Long- Term Profitability	3.0
Gregory R. Lubrano 1240 Catawaba street Kingsport, TN 37660 Contact: Gregory R. Lubrano (423) 245-0699	Call provider for dates and times	OSHA Seminar	3.0
Heritage Funeral Services P.O. Box 730 Elizabethton, TN 37643 Contact: Carol McElwee (423) 543-4559	Call provider for dates and times	Coping with Life's Losses; Grief Recovery	1.5
Independent Funeral Group, Inc., The 1402 Tuckaleechee Pike Maryville, TN 37803 Contact: Don Gibson (865) 983-1000	Sept. 7, 8, & 9, 2004	Exceptional Events: A New Frontier for Funeral Services	10.0
In-Sight Books University of Oklahoma Oklahoma City, OK 73123 Contact: Glenda Stansbury (405) 810-9501	Call provider for dates and times	Funeral Celebrants	17.0
International Order of the Golden Rule 13523 Lakefront Drive Bridgeton, MO 63045 Contact: Jenny Gabbert	July 18-20, 2004 St. Louis, MO	Prep Room Professionals Interest Group Forum-Embalming Body Appearance and Universal Precautions	12.75
(800) 637-8030 Ext. 120	Sept. 26-28, 2004 Nov. 7-9, 2004	Strategies for a Stronger Tomorrow	10.0
	Nov. 17-19, 2004	Invitational Roundtable	3.0
Life Appreciation Training Seminars 103 Garwood Smithville, TX 78957	On-line	Life Appreciation Funeral Interview Guide to Personalized Funerals – Basic Training Seminar	5.0
Contact: Bill Bates (800) 877-8905	July 23, 24, 25, 2004	Week-end Intensive	16.0
National Funeral Directors	Home Study	HOME READING	
Association 13625 Bishop's Drive		Beyond Grief	10.0
Brookfield, WI 53005 Contact: Sandra Jeske (800) 228-6332		Children and Grief: Big Issues for Little Hearts	10.0
		Creating Meaningful Funeral Ceremonies	10.0
		Death Etiquette for the 90's: What to do	10.0
		Death and Grief: A Guide for Clergy	10.0

	Different Losses/Different Issues: What to Expect	10.0
	Ethnic Variations in Dying, Death and Grief	10.0
	Funeral Home Customer Service A-Z	10.0
	Father Loss: How Sons of all Ages Come to Terms	10.0
	Grief in the Workplace: 40 Hours Plus Overtime	10.0
	Interpersonal Skills Training: For Funeral Home Staff	10.0
	Healing a Child's Grieving Heart	10.0
	Healing a Teen's Grieving Heart	10.0
	No Time for Goodbyes	10.0
	The Funeral: An Endangered Tradition	10.0
	Using Grief to Grow: A Primer	10.0
	What Will We Do? Preparing a School Community to Cope with Crisis	10.0
	When All the Friends Have Gone	10.0
	Winning Ways	10.0
	Behind the Scenes at Special Events	10.0
	Creating Meaningful Funeral Experiences	10.0
	The End is Just the Beginning: Lessons in Grieving for African Americans	10.0
	Exception Events: Concept to Completion	10.0
	Healing a Friend's Grieving Heart	10.0
	Healing an Adult Child's Grieving Heart	10.0
	Healing Your Grieving Heart	10.0
	When Men Grieve: Why Men Grieve Differently and How You Can Help	10.0
	AUDIO CASSETTES/CD-ROM'S	
	Celebrant Funerals: Make a Difference in Your Community	4.0
	Children and Grief: Rites, Rituals and Beyond	4.0

	Comfort and Healing: Death Ceremonies That Work	4.0
	Community Room as Non-Funeral Revenue	6.0
	Decembered Grief: An Opportunity for Making Special	4.0
	Environmental Best Practices for Funeral Homes	4.0
	FTC Funeral Rule Compliance: 2002 Update	4.0
	Funeral Honors Program: Department of Defense Explains All	4.0
	Future Trends: Reposition and Branding Your Funeral Home	6.0
	Gentle Good-byes	4.0
	Hispanic Funerals	4.0
	Is Your Funeral Home Child Friendly?	4.0
	Marketing Strategies: Developing the Winning Edge	4.0
r	Mementos: Keeping the Memories Alive	4.0
	Non-traditional Prices for Non-traditional Services	4.0
	OSHA Update	4.0
	Personal Issues Solved	4.0
	Preneed Planning: The Importance of Being Prepared	4.0
	Preparing your Funeral Home for an OSHA Inspection	4.0
	Proven Personalization Strategies	6.0
	Questioning Strategies for Ceremony Planning	6.0
	Survive and Thrive: Understanding Market Changes	6.0
	The Right of Disposition	4.0
	The Suicide Loss: Memorialization and Bereavement Support	4.0
	Building Family Consensus in Challenging Arrangements	4.0

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	Buying and Selling Your Funeral Home	4.0
	CFSP: Showing You're Committed to Funeral Service: 2003 Update	4.0
	Camp Amanda: Bringing Hope to Grieving Children	4.0
	Chemical War Fare: Are you Prepared	4.0
	Consumer Attitudes: Uncovered	6.0
	Do Consumers Really Want a One-Stop Shop?	4.0
	Exceptional Events: A New Frontier for Servicing Families	6.0
	The FCC/FTC Do Not Call Registry	4.0
	FTC: 2003 Update	4.0
	Handling EPA and OSHA Enforcement Issues	4.0
	Keys to Consumer Loyalty	6.0
	Managing Generational Diversity in Funeral Homes	4.0
	New Payment Techniques for Improving Cash Flow	4.0
	OSHA: 2003 Update	4.0
	Personnel Issues Solved	4.0
	Planning Your Financial Needs for Development, Expansion & Growth	4.0
	The Power of the Tribute Center Concept	4.0
	Preparing Your Funeral Home for an OSHA Inspection	6.0
	Proven Personalization Strategies	4.0
	Pursuit of Excellence: Distinguished, Dedicated Professional	4.0
	Putting Information Technology to Work	4.0
	Thinking Outside the Box: Innovations for Support Group and Community Presentation	4.0
	Top Ten Strategies for Small Funeral Homes	4.0
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	You Need Hospice and Hospice Needs You	4.0
	Veteran Affairs Burial Protocols	4.0
	AUDIOCASSETTES	
	Advanced Aftercare: What Comes Next?	4.0
	Bio/Chemical Hazards: The New Battle Ground	4.0
	Caring Communications: How Do You Communicate Caring?	4.0
	Consumers and Funerals: An In-depth Look, Part II	4.0
	Darkness & Dawn: Using Story Telling in Grief Work	4.0
	Developing a Grief Center through Community Collaboration	4.0
	Developing and Using Effective Assertiveness Skills in the Funeral Industry	4.0
	EPA Compliance for Funeral Directors	4.0
	First Aid for Burnout and Compassion Fatigue	4.0
	FTC Funeral Rule: An Overview of the GPL and other Requirements	4.0
	Funeral Business Appraisals: Do It Yourself and Do It Well	4.0
	Glutaraldehyde: OSHA Regulations & Health Hazards	4.0
	Handling the Price Inquiry Call to Benefit You and the Consumer	4.0
	Heart to Heart Embalming: An Alternative Method	4.0
	How Much Does a Funeral Cost?	4.0
	Ins and Outs of Buying or Selling a Funeral Home	4.0
	OSHA Update: The New Requirements	4.0
	Organ & Tissue Donation: Cooperation, Procurement and Embalming	4.0
	Risk Management and Insurance for the Funeral Home	4.0

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		Worker's Compensation: Cost Reduction & Liability	4.0
		VIDEO TAPES/STUDY GUIDES	
		Avoiding Sexual Harassment Suits	4.0
		Embalming Difficult Cases	10.0
		FTC Compliance: The General Price List	4.0
		Marketing for Cremation	4.0
		OSHA Access to Employee Exposure & Medical Records and Bloodborne Pathogens Standards	4.0
		OSHA Hazard Communication and Formaldehyde Standards	4.0
		The Art of Facial Reconstruction	4.0
		Young White Female Embalming; Young White Female Cosmetics	4.0
		Your Professional Image	4.0
	Call provider for dates and times	CPC Fastrac I	16.0
	Oct. 16-17, 2004 Nashville, TN	CPC Fastrac II	8.0
	Call provider for dates and times	CPC Correspondence Course	15.0
	uates and times	Embalming, Reconstructive Surgery and Cosmetology Techniques	10.0
		Exceptional Events: A New Frontier for Funeral Service	10.0
		NFDA Leadership Conference	10.0
National Funeral Directors and Morticians Association, Inc.	August 8, 2004	Excel	2.0
3951 Snapfinger Parkway, Suite 570 Decatur, GA 30035	Aug. 8 & 10, 2004	FTC/OSHA/ADA	1.5
Contact: Ernest C. Adams, Jr. (864) 303-0851	Aug. 8 & 10, 2004	New Member Orientation	1.5
(55.)	August 9, 2004	Cosmetology and Reconstruction	1.0
		Leadership in funeral Services	1.5
		Staff Training	1.5
		Understanding Organ Donation	1.0
	August 10, 2004	Arlington National Cemetery	1.5
		Relationships and Business	1.5

		Understanding Grief and Grieving	1.5
	August 11, 2004	Customer Service	1.5
		Substance Abuse in the Workplace	1.5
Practicum Strategies P.O. Box 5788 Kingsport, TN 37663	Home Study	Business Morals & Ethics & the Funeral Director	4.0
Contact: Richard Santore (800) 731-4714		Computer Concepts for the Funeral Home	4.0
		Coping with Stress as a Funeral Director	4.0
		Dealing with Communicable Diseases and AIDS	4.0
		Funeral Values-The Year 2000 and Beyond	6.0
		Hazardous Chemicals/Toxic Substances	4.0
		Moral Dilemmas Facing the Funeral Profession	4.0
		Motivation & Coaching for the Successful Funeral Director	4.0
		Pre-Planning for Funeral Home Business Interruptions	10.0
		Professional Communications with Client Families-Part I	4.0
		Professional Ethics in a Changing Environment	4.0
		Sacred/Sensitiveand Sane	4.0
		Stress & the Funeral Home Environment	4.0
		The Funeral Profession & Consumer Behavior	4.0
		The Grieving Process	4.0
		The Vanguard of Competition for the Funeral Profession	6.0
		Funeral Values, Year 2000 and Beyond	6.0
		Professional Communications with Client Families	4.0
		How Do We Tell the Children	4.0
		Cremation: The Concept, The Client, The Caring	4.0
		Cremation: The Process	4.0

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		Investment Management for Funeral Directors	4.0
		OSHA: A Practical Guide for Funeral Service Professionals - Home Study	6.0
		Introduction to Accounting for the Funeral Director	6.0
		Preneed Funeral Planning: A Basic Course for the Funeral Profession	6.0
		Computers A-Z for the Funeral Home	6.0
		Understanding & Completing the Certificate of Death	10.0
		Complying with the Funeral Rule	10.0
SCI Management 1929 Allen Parkway, 2 nd Floor	On-going, on-line	Defensive Driving	1.75
Houston, TX 77019		Respiratory Protection	1.0
Contact: Beth O'Donnell (713) 525-9737		Lock/Tagout	1.0
		Bloodborne Pathogens	1.0
		Fire Safety	1.0
		Office Safety	1.50
		Back Safety	1.50
		Hearing Protection	1.25
SCI Tennessee Funeral Services, Inc. 904 Gallatin Rd. Nashville, TN 37206-3230 Contact: Dr. Charles Worrell (615) 227-9558 Darrin Wolfe (423) 472-1525 Mark Ballard (901) 725-0100	Call provider for dates and times	Program III – OSHA Compliance Issues, FTC Compliance, Workplace Ethics and Cremation Services	10.0
Tennessee Department of Health 421 5 th Avenue, 1 st Floor	On-Going	The Death Certificate-Part I	1.0
Nashville, TN 37247 Contact: Sharon Lienbach (615) 532-2600		The Death Certificate-Part II	1.0
Tennessee Funeral Directors Association 1616 Church Street, Suite A Nashville, TN 37203 Contact: Bob Batson (615) 321-8792	Sept. 7, 14, 21, 2004	Fall TFDA District Meetings	1.0
Thanos Institute P. O. Box 1928	Home Study	Bereavement & the Funeral Director	10.0
Buffalo, NY 14231-1928 Contact: Mary E. Rizzo, Program Dir.		Ethics in Funeral Service	10.0

(800) 742-8257		Forensic Pathology for Funeral Directors	10.0
		A Student Dies, A School MournsAre you Prepared?	10.0
		Embalming	10.0
		Children and the Funeral Ritual	10.0
		Funeral Customs Past and Present	10.0
		Restorative Art & Cosmetology	10.0
		Unexpected, Traumatic Death and the Funeral Director	10.0
		Management Skills for Funeral Directors	10.0
360 Training d/b/a/ Funeral Campus 200 Academy Drive, Suite 260	On-going, On-line	Hazardous Material	1.0
Austin, TX 78704 Contact: Khizer Quershey		Bloodborne Pathogens	2.0
(512) 692-9147 Ext. 152		Personal Protective Equipment	1.0
		Managing Electronic Communication	1.0
		Introduction to Industrial Communication	1.0
		Hazardous Communication	2.0
Trigard University 3901 North Vermilion Street Danville, IL 61832 Contact: Blake Swinford (217) 477-5732	Call provider for dates and times	Funeral Service	7.0
Wilbert Burial Vault Company 432 Woodycrest Avenue Nashville, TN 37224 Contact: Danny Hurt (615) 347-7134	On-going	Burial, Cremation & Graveside Service	5.0